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Update Set

servicenow

All Favorites History Workspaces Admin

ServiceNow

Search

local updates

FAVORITES

No Results

ALL RESULTS

System Update Sets

Local Update Sets

Open ServiceNow Studio

GO FURTHER

Power your workflow applications

Update Set
New record

Submit Submit and Make Current

* Name Laptop Request

Application

Global

State In progress

Parent

Release date

Description

Submit

Submit and Make Current

Update Sets Name

Your current update set has been changed to Laptop Request [Global]

Actions on selected rows...

New

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Now Assist Troubleshooting	In progress		2025-06-26 00:11:31	admin	(empty)	(empty)
Default	Global	In progress		2025-06-25 22:14:10	system	(empty)	(empty)
Default	Security Center	In progress		2025-06-26 00:10:48	system	(empty)	(empty)
Default	Pipeline	In progress		2025-10-28 07:23:43	system	(empty)	(empty)
Laptop Request	Global	In progress		2025-10-29 23:16:05	admin	(empty)	(empty)

Related Links

[Merge Update Sets](#)

maintain

FAVORITES

No Results

ALL RESULTS

- Service Catalog
 - Catalog Definitions
 - Maintain Catalogs
 - Maintain Categories
 - Maintain Dynamic Categories
 - Maintain Items
 - Maintain Cart Layouts

	State	Installed from	Created	Created by	Parent	Batch Base
pooling	In progress		2025-06-26 00:11:31	admin	(empty)	(empty)
	In progress		2025-06-25 22:14:10	system	(empty)	(empty)
	In progress		2025-06-26 00:10:48	system	(empty)	(empty)
	In progress		2025-10-28 07:23:43	system	(empty)	(empty)
	In progress		2025-10-29 23:16:05	admin	(empty)	(empty)

https://dev305872.servicenow.com/sc_cat_item.list.do?sysparm_userpref_module=4420cc7D...

1 to 5 of 5

Catalog Item
New record

Build and modify items faster with the improved [Catalog Builder](#).

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name: Laptop Request

Application: Global

Catalogs: Service Catalog

Active: ☒

Category: har

Fulfillment automation level: Unspecified

State: -- None --

Checked out: -- None --

Owner: System Administrator

Item Details Process Engine Picture Pricing Portal Settings

Short description

Description

Catalog Item

Save

Configure

Export

Create Favorite

Copy URL

Copy sys_id

Reload form

description to display for the item.
variables, and other information as needed.

Name Laptop Request

Application Global

Service Catalog

Active

Category Hardware

Fulfillment automation level Unspecified

State -- None --

Checked out -- None --

Owner System Administrator

Item Details

Process Engine

Picture

Pricing

Portal Settings

Short description Use this item to request a new laptop

Description

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Verdana

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Catalog Item
Laptop Request

Copy

Try It

Update

Edit in Catalog Builder

Delete

Press Alt+0 for help

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Meta

Copy

Try It

Update

Edit in Catalog Builder

Delete

Related Links

Item Diagnostic

Run Point Scan

Variables

Variable Sets

Catalog UI Policies

Catalog Client Scripts

Available For

Not Available For

Categories (1)

Catalogs (1)

Catalog Data Lookup Definitions

Related Articles

Related Catalog Items

Assigned Topics

Order

Search

Order

Search

Order

Search

Order

Search

Order

Search

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Order

Search

Order

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Search

Catalog item = Laptop Request

Q

Type

Question

Order

Variable
New record

Submit

Application ⓘ

Type

Catalog item ⓘ

Order

Active ☒

Mandatory ☐

Read only ☐

Hidden ☐

Disable automatic slot fill based on user context ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

* Question

* Name

Conversational label

Tooltip

Example Text

Catalog Items Name

Actions on selected rows... New

All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
Laptop Request	Use this item to request a new laptop	true		Service Catalog	Hardware	\$0.00	Item	2025-10-29 23:23:50
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3M Privacy Filter - Macbook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-10-28 07:19:49
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Adobe Creative Cloud	More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Apple iPad 3	Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
Apple iPhone 13	Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2024-08-08 02:16:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2024-08-08 02:16:16
Apple iPhone 4 Cable	For Apple iPhone 4/4S	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 5	Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:46:33
Apple iPhone 5 Cable	Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33

Activate Deactivate

1 to 20 of 190

Catalog UI Policy Action
New record

Submit

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

Catalog Item

Variable name

Order

Application

Mandatory

Visible

Read only

Value action

Field message type

Submit

Catalog UI Policy Action
accessories_details

Update

Delete

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

Catalog Item

Variable name

Order

Application

Mandatory

Visible

Read only

Value action

Field message type

Update

Delete

ui action

FAVORITES

No Results

ALL RESULTS

- System Classic Mobile UI
 - UI Actions - Classic Mobile
- System Definition
 - UI Actions
- System UI
 - UI Actions

log UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a

Application: Global

Active: ☒

Additional accessories details

When the following conditions are met:

3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions

Add Filter Condition

Add OR Clause

additional_accessories is true

AND OR X

Applies on a Catalog item view ☒

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

Applies on Catalog Tasks ☐

On load ☒

UI Action New record

Messages

Comments

Hint

OnClick

Condition

Condition field should be specified to restrict execution of this UI Action to certain users. For example, current.canWrite() condition restricts the UI Action to the users who can modify the current record. gs.hasRole("admin") condition restricts the UI Action to the users with admin role.

Script

```
1 function resetForm() {
2   g_form.clearForm(); // Clears all fields in the form
3   alert("The form has been reset.");
4 }
5
```

Protection policy -- None --

Update Sets Name Search

Actions on selected rows... New

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Now Assist Troubleshooting	In progress		2025-06-26 00:11:31	admin	(empty)	(empty)
Default	Global	In progress		2025-06-25 22:14:10	system	(empty)	(empty)
Default	Security Center	In progress		2025-06-26 00:10:48	system	(empty)	(empty)
Default	Pipeline	In progress		2025-10-28 07:23:43	system	(empty)	(empty)
Laptop Request	Global	In progress		2025-10-29 23:16:05	admin	(empty)	(empty)

Related Links

[Merge Update Sets](#)

Update Sets Name

Your current update set has been changed to Default [Global]

Actions on selected rows... New

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Now Assist Troubleshooting	In progress		2025-06-26 00:11:31	admin	(empty)	(empty)
Default	Global	In progress		2025-06-25 22:14:10	system	(empty)	(empty)
Default	Security Center	In progress		2025-06-26 00:10:48	system	(empty)	(empty)
Default	Pipeline	In progress		2025-10-28 07:23:43	system	(empty)	(empty)
Laptop Request Project	Global	Complete		2025-10-29 23:16:05	admin	(empty)	(empty)

Related Links

[Merge Update Sets](#)

servicenow

All Favorites History Workspaces

Retrieved Update Set - Laptop Request Project

Search

Update Delete Preview Update Set

Retrieved Update Set
Laptop Request Project

Update Set Preview

Succeeded 100%

Success! - Succeeded in 2 Seconds

Close

Name Laptop Request Project

Application Global

Update source

Parent

State Previewed

Loaded 2025-10-29 23:34:37

Description

Application name Global

Collisions 0

Total 10

Update Delete Preview Update Set

Related Links

Export to XML

Customer Updates (10) Child Update Sets

servicenow

All Favorites History Workspaces

Retrieved Update Set - Laptop Request Project

Search

Update Delete Run Preview Again Commit Update Set

Retrieved Update Set
Laptop Request Project

After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

Name Laptop Request Project

Application Global

Update source

Parent

State Previewed

Loaded 2025-10-29 23:34:37

Description

Application name Global

Committed

Inserted 0

Updated 10

Deleted 0

Collisions 0

Total 10

Update Delete Run Preview Again Commit Update Set

Related Links

Show All Preview Records

Customer Updates (10) Child Update Sets

Retrieved Update Set
Laptop Request Project

Update Delete

Customer Updates (10) Child Update Sets

Name Search

Actions on selected rows...

Remote update set - Laptop Request Project

<input type="checkbox"/>	Name	Type	Target name	Table	View	Action
<input type="checkbox"/>	catalog_ui_policy_1b4b709793b472109b3c718efaba1026	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
<input type="checkbox"/>	catalog_ui_policy_action_e89b789793b472109b3c718efaba10c4	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
<input checked="" type="checkbox"/>	item_option_new_1059f09393b472109b3c718efaba1048	Variable	Laptop Model			INSERT_OR_UPDATE
<input type="checkbox"/>	item_option_new_18f974d393b472109b3c718efaba10a7	Variable	Additional Accessories			INSERT_OR_UPDATE
<input type="checkbox"/>	item_option_new_3c5afcd393b472109b3c718efaba10c5	Variable	Accessories Details			INSERT_OR_UPDATE
<input type="checkbox"/>	item_option_new_d9b97c9393b472109b3c718efaba1032	Variable	Justification			INSERT_OR_UPDATE
<input type="checkbox"/>	sc_cat_item_catalog_1629785393b472109b3c718efaba1069	Catalog Items Catalog	Service Catalog: Laptop Request			INSERT_OR_UPDATE
<input type="checkbox"/>	sc_cat_item_category_a229785393b472109b3c718efaba1071	Catalog Item Category	Hardware: Laptop Request			INSERT_OR_UPDATE
<input type="checkbox"/>	sc_cat_item_d6d8fc1393b472109b3c718efaba1075	Catalog Item	Laptop Request			INSERT_OR_UPDATE
<input type="checkbox"/>	sys_ui_action_981cb8d793b472109b3c718efaba10a4	UI Action		Shopping Cart (sc_cart)		INSERT_OR_UPDATE

1 to 10 of 10

Service Catalog > Hardware > Laptop Request

Search catalog

Use this item to request a new laptop

Laptop Model

1P

Justification

☒ Additional Accessories

* Accessories Details

ww

Order this Item

Quantity

1

Delivery time

7 Days

Order Now

Add to Cart

Shopping Cart

Empty

Order Status

Back to Catalog

Continue Shopping

Home

Thank you, your request has been submitted

Order Placed: 2025-10-29 23:39:50

Request Number: REQ0010001

Estimated Delivery Date
of Complete Order: 2025-10-31

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2025-10-31			1	
				Total	-

Back to Catalog

Continue Shopping

Home

